

## CHAPTER 5 RESOURCES

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**ATTACHMENT 5-A  
SUMMARY OF STATE OF INDIANA CORE  
COMPETENCIES PROJECT**

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## Summary

### State of Indiana Core Competencies Project

#### Synopsis:

- Self-assessment of competencies needed in the workforce development industry based on the work of the Secretary's Commission on Achieving Necessary Skills (SCANS). Training of subject matter experts in brain research-based training and learning.
- The goals of the project are to:
  - Improve the relevance and applicability of training provided to state and local front line staff by focusing on actual job competencies and assessed needs.
  - Reduce duplication of training among staff of different funding sources by identifying common training needs across similar functions.
  - Reduce the need for external training consultants by enhancing internal training capacity.
  - Benchmark performance and training outcomes to state and national voluntary standards.

#### Background:

Much of the training provided within the workforce development arena has been program focused. Very little attention has been given to the competencies needed by staff to succeed overall in the workforce development industry. The Indiana Job Training Administrators Training Institute and the Indiana Department of Workforce Development have been working to address this situation and focus on necessary competencies under a capacity building grant from the U.S. Department of Labor.

Under the project, SCANS competencies were identified for eight functions within workforce development that apply across all program areas: Wagner-Peyser, JTPA, and UI. The competencies were identified by focus groups of staff representing all functions and field tested prior to implementation. The functional areas identified were:

- Business administration/management
- Supervision
- Business support
- Job development/networking
- Interviewing
- Assessing
- Counseling
- Training

Once the areas were identified a data-gathering instrument was designed and piloted. The data was compiled and used in a field clarification and validation process. Experts in each functional area were invited to attend focus groups for this purpose.

An orientation session was designed to help staff understand how to complete the self-assessment tool. The orientation was delivered by staff who attended Peer Trainer Training, which ensured that all learning styles were addressed in the delivery of the orientation.

The Peer Trainer training was provided by a team consisting of Joyce Duvall from the ITJA Training Institute and Sharon Bowman, a learning techniques and training consultant. Subject matter experts from across the state were trained. Some service delivery areas have arranged to secure additional training with their own resources.

**Benefits of the Core Competencies Approach:**

- Promotes ownership and responsibility for personal development.
- Assists staff in identifying transferable skills rather than just program-specific skills.
- Supports the One-Stop concept by bringing staff together in terms of functions.
- Provides a link between One-Stop and School-to-Work (based on SCANS as a common language used by both for identifying competencies).
- Assesses what staff know and can do.
- Assures that quality training is provided within the system by preparing staff to teach each other.

For more information on this project, contact:

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Indianapolis, Indiana 46204

317-232-7381  
317-233-4793 (fax)

**ATTACHMENT 5-B**  
**WISCONSIN'S MODEL FOR ONE-STOP CAPACITY**  
**BUILDING (1995)**

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**ATTACHMENT 5-C**  
**DESCRIPTION OF WORKSHOPS AT MINNESOTA**  
**TRAINING CONFERENCE FOR LABOR MARKET**  
**INFORMATION USERS (1996)**

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# WORKSHOPS SESSIONS

**Electronic LMI** - ways to access labor market information through electronic media, including the internet.

**Careers/MCIS** - LMI available to aid in making career choices.

**Labor Shortages** - how to deal with the problem of finding employees in times of low unemployment.

**Publications and Reports** - information that is available from the Minnesota Department of Economic Security's Research and Statistics office.

**LMI - 101** - an introduction to labor market information and what you need to be familiar with to take full advantage of it.

**Real Game/Teams \*** - how to incorporate LMI when working with students to better prepare them for the working world.

**EETS** - what new LMI information will be available from the Education-and-Employment Transition System.

**Projections** - industry and occupational projections into the next century.

MULTIPLE SESSIONS OF ALL WORKSHOPS WILL BE AVAILABLE.

# Labor Market Information Users' Conference

How to use  
LMI data  
to prepare for  
today,  
tomorrow  
and the future!

September 16 and 17, 1996

Minnesota Department of Economic Security  
Research & Statistics Office

Minnesota Department of  
Economic Security  
390 North Robert Street  
St. Paul, MN 55101

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**ATTACHMENT 5-D**  
**CONNECTICUT'S THREE-YEAR PLAN FOR STAFF**  
**DEVELOPMENT SERVICES (1995-1997)**

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**Staff Development Services  
1995 - 1997**

<b>1995</b>					
Service	Offices to be Served	Quarter <sup>1</sup>			
		1	2	3	4
Telephone Skills Training	19 Offices		8	11	
Exceptional Customer Service	7 Offices			3	4
Quest for Quality Training	7 Offices				7
Connecticut Works Orientation Training	7 Offices			2	5
Greeter Training	2 Offices			2	
Pre & Post Opening Consultant Support Services	19 Offices			2	19
Site Specific Training - Customer Driven	2 Offices			2	2
Cross Training	1 Office				1
<b>1996</b>					
Service	Offices to be Served	Quarter <sup>1</sup>			
		1	2	3	4
Exceptional Customer Service	12 Offices	2	✓	✓	
Quest for Quality Training	12 Offices	4	✓	✓	
Connecticut Works Orientation Training	12 Offices	3	✓	✓	
Greeter Training	16 Offices	2	✓	✓	✓
Pre & Post Opening Consultant Support Services	19 Offices	19	✓	✓	✓
One Stop Implementation Plan Supportive Service	17 Offices	17	✓	✓	✓
Waiting Room Management Training	19 Offices		✓	✓	✓
Team Building Training	19 Offices	5	✓	✓	
Word Processing Skills Training	19 Offices		✓	✓	✓
Keyboard Skills Training	19 Offices		✓	✓	✓
Production of One-Stop Videos	19 Offices	1	✓		
Strategic Planning	19 Offices				✓
Supervisory Skills Training	19 Offices		✓	✓	✓
Customer Service Training for Employer Customers	19 Offices			✓	✓
Marketing Strategies for Targeted Employers	19 Offices			✓	✓
Performance Measures Training	19 Offices	5	✓	✓	✓
Job Bank Training	19 Offices			✓	✓
Site Specific Training - Customer Driven	19 Offices	2	✓	✓	✓
Cross Training	19 Offices	0	✓	✓	✓
<b>1997</b>					
Service	Offices to be Served	Quarter <sup>1</sup>			
		1	2	3	4
Strategic Planning	19 Offices	✓	✓		
Supervisory Skills Training	19 Offices	✓	✓	✓	✓
Customer Service Training for Employer Customers	19 Offices	✓	✓		
Marketing Strategies for Targeted Employers	19 Offices	✓			
Performance Measures Training	19 Offices	✓	✓		
Job Bank Training	19 Offices	✓	✓		
Additional Team Building Training	19 Offices		✓	✓	
Conflict Management Training	19 Offices		✓	✓	✓
Post Opening / Transition Consulting Services	19 Offices	✓	✓	✓	✓
Site Specific Training - Customer Driven	19 Offices	✓	✓	✓	✓
Cross Training	19 Offices	✓	✓	✓	✓

<sup>1</sup> Quarter in which work will be done

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**ATTACHMENT 5-E**  
**MARYLAND INSTITUTE FOR EMPLOYMENT AND**  
**TRAINING PROFESSIONALS' CAREER NET CAPACITY**  
**BUILDING PLAN (1996)**

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**CAREERNET Capacity Building  
Update 3/15/96**

-August 1995

DACUM - Resource Area Specialist Conducted

-Summer of 1995

CareerNet Orientation developed

-Fall 1995

CareerNet Orientation implemented

*Held: September 20                      Number of Participants: 27*

*Held: November 11                      Number of Participants: 24*

Total number completing training to date: 51

-November 1995

Resource Area Specialist Training *Self-Service System*

Scheduled for November 14 & 15

DAY ONE

*Held: November 14                      Number of Participants: 20*

DAY TWO

*Canceled due to technical difficulties*

-December 1995

Resource Area Specialist Training *Self-Service System*

DAY TWO

*Rescheduled: December 19              Number of Participants: 11*

Resource Area Specialist Curriculum Development

Revision of RAS Self-Service System begun based on feedback

RAS Computer Skills Self Assessment survey developed

-January 1996

Liaison Training for state staff & newly identified Liaisons

*Topic: Orientation to CareerNet*

*Held: January 25                      Number of Participants: 22*

Resource Area Specialist Curriculum Development

Computer Skills Self Assessment survey distributed (needs assessment)

**MARYLAND INSTITUTE FOR EMPLOYMENT & TRAINING PROFESSIONALS**

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-February 1996

**RAS Self-Service System Follow-up Training**

Curriculum modifications made as required by participant feedback and system update

*Primary focus:* systems administration & operations training

*Held:* February 15

*Number of Participants:* 21

**Liaison Training**

Attended scheduled MIETP workshops including:

Understanding the Customer

Change Agent

Problem Solving & Decisionmaking

Building Partnership

Presentation Skills

**UPCOMING TRAINING**

-March 1996

**Introduction to CareerNet**

Primary audience: state technical people (Paul Gilden)

*Date scheduled:* March 18

**RAS Self-Service System Training**

Training has been revised and will now be 3 full days including:

Module I: System Overview, Mainframe Operations

Module II: CN VISIONS

Module III: ODDS, JS Self App., ALEX

*Dates scheduled:* March 21, 26, 28

*Intended audience:* 9 operating sites

-April 1996

**RAS Self-Service System Training**

*Dates scheduled:* April 9, 11, 16

April 23, 25, 30

*Intended audience:* Sites scheduled to go on-line in Spring 1996

**RAS Customer Service Training**

Identified in DACUM process

Day one: Curriculum utilizes existing Understand the Customer.

Day two: Application to CareerNet environment with guided practice.

(incorporates materials from Greg Newton's Next Stop: One Stop and Connecticut Department of Labor's Customer Service training.)

*Dates scheduled:* April 1 & 2

*Intended audience:* RAS

**NEXT STEPS**

**Orientation to CareerNet**

Will scheduled to correspond with implementation of new sites waiting for dates.

**Resource Area Specialist Training**

Prioritize and coordinate modification of existing MIETP Curriculum to address topics identified in Resource Area Specialist DACUM including:

**Technical Equipment & Usage**

- identify learning objective based as needs assessment
- identify potential training providers/schedule and coordinate training

**Interpersonal Communication Skills**

- recommend minor changes to existing Communication Skills materials

**DOT**

- research and review existing curriculum (JS)
- modify if necessary

**Reference and Service**

- to be developed probably via SMEs

**Supervisor Training**

**Change Agent**

**Other trainings**

- CareerNet's impact on the organization work flow/client flow.
- research and/or development of guide to encourage and support facilitation on inter-agency cross-training experiences between CareerNet partners.
- explore possibility of local implementation group (inter-agency team) to identify areas of possible service integration
  - Job Development
  - job referral process

**ON-GOING ACTIVITIES**

- Selected and ordered LCD and overhead projector
- Review existing curriculum that meet RAS DACUM criteria
- Review and select additional curriculum materials and resources

**CareerNet**  
**RESOURCE AREA SPECIALIST**  
*Customer Service*  
(a two day workshop)

Customer satisfaction is critical to the effective delivery of services in today's workplace. Accurately and appropriately identifying customer needs is the first step in offering quality service to meet those needs.

The first day of this interactive two-day workshop on understanding the customer, will allow participants to develop an action plan to enhance their sensitivity, knowledge, and skills relative to the identification of customer characteristics and needs.

Upon completion, participants will be able to:

- Identify the diversity of the customer characteristics, needs and expectations
- Understand the impact of diversity and demographics on service delivery
- Recognize his or her communication style
- Specify strategies for dealing with challenging customers and situations
- Apply measuring tools as vehicles to enhance customer satisfaction
- Implement tips for improving customer satisfaction

The second day of this workshop is designed to address ways to improve customer service and increase customer satisfaction in a CareerNet ( one-stop) environment. This workshop will involve extensive group discussion to develop approaches to achieve customer satisfaction in this new service delivery environment. The emphasis of this component will be on practice application.

Upon completion, participants will be able to:

- Apply multiple techniques and strategies to increase customer satisfaction
- Increase understanding of the one-stop environment and their role in providing customer satisfaction
- Identify structural and procedural issues that need to be addressed to achieve exceptional customer service

**Trainer: Chaya Kaplan**

Chaya is a social worker, professional trainer, group facilitator, certified Myers-Briggs trainer, and organizational consultant who specializes in working with human services organizations. She has been designing and presenting workshops for the past 15 years. .

**DATE:** Monday, April 1 & Tuesday, April 2, 1996

**TIME:** 9:00 AM to 4:00 PM

**LOCATION:** MIETP Training Center, Columbia, MD

**TRAINING FEE:** \$10 per day (total cost for session-\$20)

Sign-in begins at 8:30.

The workshop begins PROMPTLY at 9:00 AM and lasts until 4:00 PM.

A continental breakfast will be available during registration and lunch will be provided.

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